



FAUQUIER COUNTY  
BALANCED SCORECARD

***Balance Quality Services with Fiscal Integrity***

**Customer Perspective**

- Develop external customer service surveys for each department and develop consistent standards to provide services

**Financial Perspective**

- Develop a five-year budget plan that integrates strategic objectives
- Implement a sustainable revenue sharing program for the Fauquier County Public Schools as part of the annual budget process.

**Internal Process Perspective**

- Develop internal customer service surveys for each department and develop consistent standards to provide services
- Update and Enhance the County's Emergency Operations Plan and response capabilities to reflect all hazards planning.

**Learning and Growth Perspective**

- Assess and enhance skills of County employees

***Manage Growth in a Manner which Protects our Agriculture,  
Environment, Quality of Life,  
and Historic Resources***

### **Customer Perspective**

- Transform use value to purchase development rights program
- Distribute public safety resources to ensure responsive and quality service (including but not limited to a southern public safety substation).
- Implement a voluntary, proffered, rezoning-based, transfer of development rights program

### **Financial Perspective**

- Develop financial policies that support the preservation of open space/farmland
- Implement a proactive tourism development program
- Facilitate the development of utility infrastructure in the service districts to encourage the concentration of commercial, retail and industrial businesses within the service districts

### **Internal Process Perspective**

- Develop public/private partnerships to protect and preserve our environment
- Develop programs to monitor and protect water resources
- Revise development regulations, zoning ordinances and comprehensive plan to update village and settlement data, expand the use of overlay districts, and emphasize compatible design and proximity of work, home and services
- Computerize land use records in a cost effective and efficient manner that allows access

### **Learning and Growth Perspective**

- Educate public officials, employees and the general public on managed growth strategies
- Partner with community colleges and high schools to implement targeted workforce training for Fauquier residents in support of local business requirements

## ***Conduct County Government Openly***

### **Customer Perspective**

- Utilize a variety of communications methods to promote County

### **Financial Perspective**

- Implement and maintain E-government

services and increase citizen accessibility to governmental information	
<p><b><u>Internal Process Perspective</u></b></p> <ul style="list-style-type: none"> <li>Implement annual FOIA training sessions for employees and elected officials.</li> </ul>	<p><b><u>Learning and Growth Perspective</u></b></p>

Revised 4/9/03